

# Iowa 100% E News

The latest on the State's 100% E Web migration

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Send comments and suggestions to [info@enterprisemidamerica.com](mailto:info@enterprisemidamerica.com)

Attn: 100% E Editor

## Governor Announces Plan to Launch Iowa Portal

Last month Governor Vilsack announced the Iowa Portal as a way to make government services more convenient, accessible and cost efficient for Iowans.

"State government must continue to find ways to improve services while reducing costs. Providing electronic access to government services is a step in the right direction," said the Governor.

As regular readers of this newsletter can attest, the Portal represents the next phase of electronic government services that have emerged under the Governor's 100% E

initiative. Digital government applications are moving forward within and among departments, such as the newly launched Iowa Courts Online with the larger justice integration project, Iowa Court Information Systems.

And, new enterprise-wide tools such as identity authentication systems, a payment engine and electronic forms are already in motion. Richard Varn, State CIO and director of the Information Technology Department, points out that because these structural components will be in place under current budgets, Iowa has the resources in place to begin developing the Portal. Revenue from transaction fees for services may also defray or even fully fund development and administrative costs in the future.

With the startup of the Portal, a greater array of transactional services will emerge. Issuance and renewal of professional licenses, motor vehicle registrations and traffic court payments are examples of the services that will initially be placed on the Portal. As Portal usage grows, additional services can be added to one day make the site a truly comprehensive electronic gateway for government services.

Initial Portal applications should be operational by Summer 2002. See the next page for a sample promotional sheet.



### More Portal Stuff

**Sample promotion...p. 2**

**Portal applications  
from other states....p. 3**



Your digital home for doing  
business with Iowa government

Welcome to

# IOWA Portal

**D**o you ever wish there was an easier way to work with government? All that bureaucracy and red tape, driving to different offices to get a license, pay taxes, getting information.

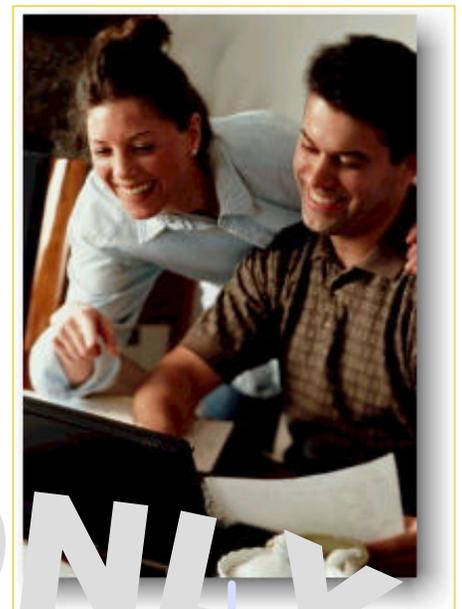
- Have you ever added up all the time you and your family spend dealing with confusing government programs with funny names?
- What if there was a one-stop shop where you could take care of most of this business with less hassle and less time?
- How about doing it on the Internet whenever you want, 24 hours a day, seven days a week?
- What about toll-free telephone support to respond to your service questions?
- Or through public access terminals at your local mall or other place where people gather in your community (like ATM machines)?
- Or at a professional business-like facility that combines programs and staff in a convenient location?

In the future you will be able to do all of these things at Iowa Portal™. You'll start by registering at our secure web site. Then you'll receive a user ID and a password that will protect your information. After you are registered, you'll be able to transact business with state and local government agencies over the Internet. If you need personal assistance, you can get help from our extensive customer service resources including:

- Toll-free telephone support
- Live, online chats with friendly, helpful customer service representatives
- Face-to-face help from trained, professional staff at one of many local offices or regional service centers.

What will you be able to do online through Iowa Portal™?

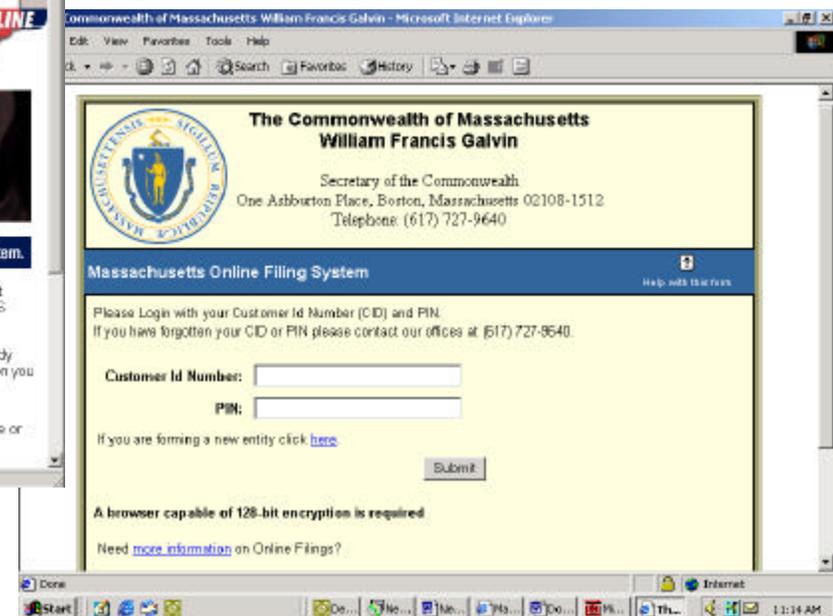
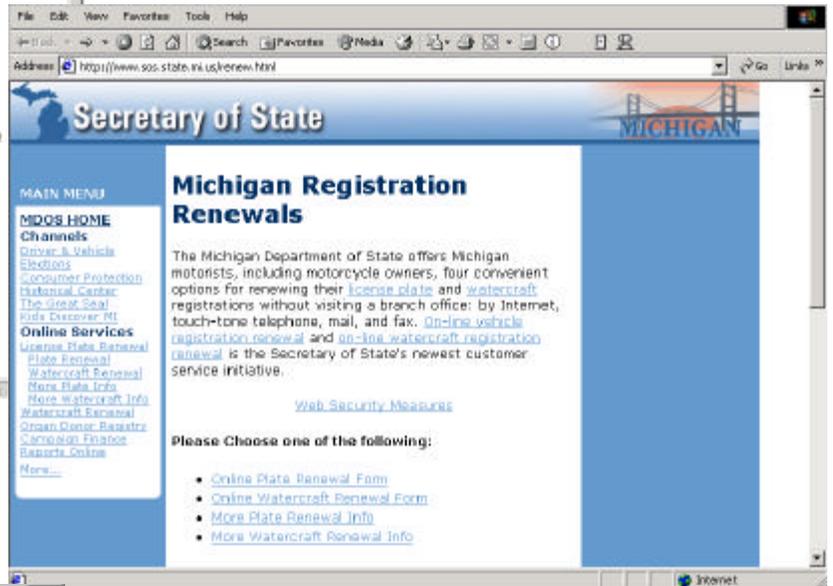
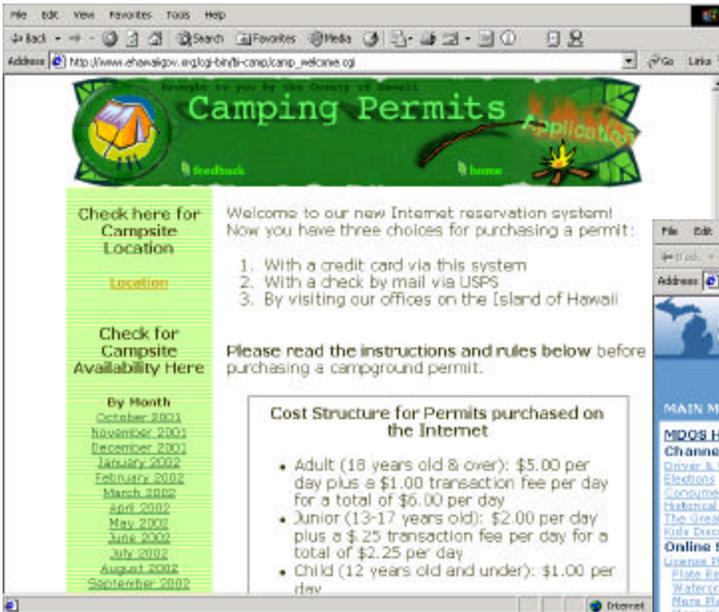
- ▶ Renew your driver's license
- ▶ Buy a fishing or hunting license
- ▶ Pay your property, income and business taxes
- ▶ Submit your request for homestead tax and other exemptions
- ▶ File permits and many other required applications and forms
- ▶ Register to vote
- ▶ Pay your traffic and parking tickets
- ▶ File accident reports and crime reports
- ▶ Complete employment applications
- ▶ File for benefits and refunds



SAMPLE ONLY

# Portal Application Examples

These are few samples of what transaction-based services could look like as part of the Iowa Portal.



# IOWA ELECTRONIC STATE DOCUMENTS REPOSITORY IS ONLINE



The Iowa State library, in cooperation with ITD, announced the implementation of a website for use by constituents in accessing mandated state reports and other documents that are available in electronic form. Governor Vilsack said, "State government must continue to find ways to improve services while reducing costs. Providing electronic access to government services is a step in the right direction."

In keeping with the spirit of the governor's announcement, the **Iowa Electronic State Documents Repository** (<http://www.infoiowa.state.ia.us/reports/index.htm>) will provide electronic access to a wide variety of mandated state reports and documents. Richard Varn, ITD director Iowa CIO, directed the development of the repository after changes were made to Iowa law that allows electronic documents to meet the publication requirements for such reports and documents.

The Iowa code, section 14B.102, states that ITD is responsible for "recommending and implementing standards for an electronic repository for maintaining mandated agency reports as provided in section 304.13A. Such repository shall be developed and maintained for the purpose of providing public access to such mandated reports. The department shall develop such standards in consultation with the state librarian."

Agencies producing written reports and/or newsletters and making them available for public inspection are now maintaining such reports or newsletters in HTML or PDF format in this electronic repository. Documents are organized by year within each agency directory. Visitors may browse, download or print copies as needed.